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AUTHOR Johnson, Diane E.
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ABSTRACT

This instructor's guide and student activity packet (together with a slide/tape presentation not available here) comprise a module for the postsecondary office occupations education competency area of handling incoming and outgoing mail. Modules for other competency areas are available separately. The purpose stated for the module is to help students obtain basic job skills in working with the United States Postal Service and other types of communication distributive departments to provide the most efficient means of processing mail in a business office. The instructor's guide includes an introduction, performance objectives, special notes to instructor, time and facilities, suggestions for discussion, optional student activities, suggested evaluation criteria, keys to student activities, the narrative for the slide/tape presentation, and a list of resources and references. Contents of the student activity packet include an introduction, performance objectives, necessary resource materials, directions for completing the activities provided, a student checksheet for taking notes during the slide/tape presentation, and the activities to be completed in order to master the competencies on which the module is based. (YLB)

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OFFICE OCCUPATIONS

HANDLING INCOMING AND OUTGOING MAIL

Audiovisual Package

Instructor's Guide
Student Activity Packet

Prepared by Diane E. Johnson

Published by
Occupational Curriculum Laboratory
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HANDLING INCOMING AND OUTGOING MAIL

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INTRODUCTION

This module, made up of a slide/tape presentation and accompanying printed materials, was developed as a result of a proposal funded by the Texas Education Agency to the Occupational Curriculum Laboratory at East Texas State University. Based on the results of a needs assessment of selected postsecondary office occupations instructors from across the state of Texas, this and several other modules were developed to provide instructional materials in competency areas that require formal classroom training. Selected postsecondary office occupations instructors assisted in the development, field review, and evaluation of the final product. To further insure the usability of these products, they were evaluated by members of a business advisory committee and tested by postsecondary office occupations students.

All of the materials in these modules have been developed with student needs and interests in mind and are designed with the flexibility for use as supplementary or primary teaching aids in many of the office occupations classes. The overall reading level of the printed material in this particular package is 14.88 as calculated according to the FOG Index. Overall reading level of the script is 14.72. In general, these reading level scores are consistent with those which can be expected of postsecondary students. The added audio and visual stimuli help insure understanding by those students whose reading levels do not meet these expectations.

Included in each slide/tape package are a set of full-color slides, a script, a cassette tape, an instructor's guide, and a student activity packet. Each instructor's guide includes general instructions for use by an individual or in a group setting, the narrative for the slide/tape presentation, and specific instructions on how to use the materials in a particular package. The specific instructions section contains the performance objectives, suggestions for class discussion, special notes to the instructor, optional student activities, solutions for the activities completed by the students, and suggestions for evaluation of the work produced.

The student activity packet consists of a section on information the student must know in order to complete the activities, the performance objectives to be attained, any necessary resource materials, and the activities to be completed in order to master the competencies on which the module is based.

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Business Advisory Committee

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Carol J. Lucas, Employment Assistant, Lone Star Gas Company

Dr. Christine Smart, Consultant, Texas Education Agency

Andy Wimpee, Field Vice-president, Kelly Services

Technical Advisory Committee

Patsy Blankenship, North Lake College

Sharon Burton, Brookhaven College

Dr. Jack E. Johnson, East Texas State University

Teacher Advisory Committee

Alejandro A. Garcia, Laredo Junior College

Lunette Dickson, South Plains College

Virginia L. McKenzie, Tarrant County Junior College, South Campus

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Granville Jones, Postmaster

INSTRUCTOR'S GUIDE

HANDLING INCOMING AND OUTGOING MAIL

INSTRUCTOR'S GUIDE

GENERAL INSTRUCTIONS

Equipment Needed

Before using this presentation, make sure that arrangements have been made to have the following equipment available: a slide projector, a projection screen, and a cassette recorder/player.

Make sure that all equipment is working properly.

Preparations Before Class

1. Preview the slide/tape presentation and determine how it will be used in your class.
2. Plan short but relevant introductions to tell students what to look for in the slide/tape presentation.
3. Allow enough time to show the presentation in its entirety.
4. If you use handouts, be sure they are distributed after the presentation.

Procedures for Group Setting

1. Choose a point in the lesson where the slide/tape presentation will have the greatest impact.
2. After showing the slide/tape presentation, ask students to give highlights in their own words.
3. If necessary, show the presentation or parts of it again to emphasize points important to successful completion of the activities.
4. If necessary, make arrangements for students to use the slide/tape presentation on an individual basis.

Procedures for Individual Setting

1. Make sure space and equipment are available.
2. Check equipment to make sure it is working properly.
3. Demonstrate the procedures for using the equipment.

4. Have students view the slide/tape presentation as many times as necessary to understand the information given.

Instructions for Using Slides and Cassette Tapes

1. Pick up each slide by its frame so that you do not touch the film.
2. Arrange the slides in the slide tray in sequential order with the slide numbers in the upper right corner facing you.
3. Insert the cassette tape in the recorder player.
4. Rewind the cassette tape to be sure it will start at the beginning.
5. Turn on the slide projector. The first slide should be projected on the screen.
6. Start the cassette player.
7. Depress the advance button at the sound of the "beep" if you are using the audible advance.

(NOTE: Review the above procedures with those students who will be using the package individually.)

Student Checksheets

Student checksheets provide a convenient means for the student to take notes while viewing the slide/tape presentation. The points identified on the student checksheets are those the student will have to be familiar with in order to complete the activities provided.

Resource Sheets

Resouce sheets contain information essential to the activities and serve as reinforcement for the competency requirements covered by the slide/tape presentation. Students should use the resource sheets as instructed in each student activity packet.

Activity Sheets

Activity sheets are working papers for students. Students are instructed to use them when completing certain activities.

HANDLING INCOMING AND OUTGOING MAIL

INSTRUCTOR'S GUIDE

SPECIFIC INSTRUCTIONS

Introduction

Handling Incoming and Outgoing Mail is a competency-based audiovisual aid developed to help students obtain basic job skills in working with the United States Postal Service and other types of communication media to provide the most efficient means of processing mail that comes into or goes out of a business office.

This slide/tape package consists of 76 full-color slides, a cassette tape, an instructor's guide, a script, and a student activity packet that could be used as primary or supplementary instructional tools in office procedures, business communication, and in a variety of other courses. Any of these printed materials, which are not copyrighted, can and should be reproduced in order to provide an adequate supply of materials for completing the activities; there are no separately printed student materials.

Performance Objectives

If a student satisfactorily completes this instructional package, the following competencies can be expected:

1. The student will be able to recognize and note important information on incoming mail.
2. The student will be able to separate and prioritize incoming mail according to the urgency of the required response.
3. The student will be able to identify and select appropriate mail services provided by the U.S. Postal Service.
4. The student will be able to gather detailed information about private mail carriers/deliverers.
5. The student will be able to identify the three means by which mail can be sent electronically.

Special Notes to the Instructor

This instructional package may be used in its entirety in a group setting or as a component of an individualized instruction curriculum. The instructor who desires to adapt this particular package to the specific needs of the program and the students may find the following suggestions helpful:

1. The activities provided in the Student Activity Packet may be completed in any order assigned by the instructor or determined by the student.

2. The instructor who wishes to present this material in smaller segments will find logical stopping points immediately following each of these slides: 34 (incoming mail), 47 (outgoing mail), 59 (mailing services), 64 (private carriers), 74 (electronic mail).
3. The slide/tape presentation does not address insured, certified, registered, or special delivery mail. Instead, a resource sheet (see page 31 of the Student Activity Packet) detailing the use of these services is provided.
4. None of the activities requires the student to produce typewritten copy. The instructor may wish to add this requirement to any or all of the provided activities.
5. If any of the provided activities cannot be used in your setting or if students require additional activities to achieve the performance objectives, refer to the section entitled Optional Student Activities. Neither resource sheets nor activity sheets are provided for these activities.

Time and Facilities

Approximately one 45- or 50-minute class period should be set aside for a brief introduction to and presentation of the slide/tape which can be shown in any room that can be darkened or that has individual carrels equipped with slide carousels and cassette tape players. In addition, at least one class period should be set aside to discuss incoming and outgoing mail as a method of reinforcing the information after the slide/tape presentation has been used. Finally, the students should be able to complete the three provided activities in approximately one to two hours. These time estimates are provided as guidelines only. The actual time spent in completing this package will vary with the amounts and types of discussion activities that take place and with the abilities of the students.

Suggestions for Discussion (for use in a group setting)

1. Before this slide/tape presentation is used, discuss with the students the performance objectives that must be met. Also discuss how an awareness of mail services provided by both public and private carriers will be of value in each of the students' personal lives.
2. After the slide/tape has been used, review the following elements of the presentation:
   a. The process for handling incoming mail.
   b. The process for handling outgoing mail.
   c. The various postal services offered by the U.S. Postal Service.
   d. The various services offered by private carriers.
   e. The advances in electronic mail.
3. Discuss in detail with the students the "special" categories of mail handled by the U.S. Postal Service. Obtain rate charts and other literature on these services from the local post office to

facilitate the discussion.

4. After the slide/tape has been presented, the instructor should arrange to have one speaker each from (1) the local post office, (2) a private mail carrier/delivery service, and (3) a company that owns and uses electronic mail equipment serve on a panel to discuss the advantages of each system.

Optional Student Activities

Three activities are provided in the Student Activity Packet. These activities are designed to reinforce the information presented on the slide/tape and to give students an opportunity to apply their skills at handling incoming and outgoing mail.

The following suggestions for additional activities may be used with students who need further skill refinement in these competencies or in courses where any or all of the provided activities are inappropriate.

1. Ask an office equipment manufacturer, distributor, or other appropriate individual to bring to the classroom and demonstrate each of the following pieces of equipment:
   a. An electronic letter opener
   b. A time stamp machine
   c. An addressing machine
   d. A postage meter
2. Have students individually or in small groups demonstrate how to prepare items of varying sizes and shapes for mailing.
3. Purchase or borrow from the local post office a copy of the ZIP Code Directory. Compile a list of addresses, including some in both small towns and large cities, and have the students locate the correct ZIP Code for each address. Then have the students use the provided resource sheet entitled "Approved Envelope Address Formats" to prepare envelopes for each of the addresses.
4. Arrange an instructional tour of any or all of the following:
   a. The local post office
   b. The mail room (or department) of a local firm
   c. A private mail carrier office (ie., Federal Express, United Parcel Service, etc.)
5. Arrange with members of the business advisory committee to allow students to work with the persons in their organizations who are responsible for handling the mail. Rotate individual students in and out of these situations, insuring that each student spends at least two hours working in this type of setting.
6. Using resource material from the U.S. Postal Service, private carriers, and so forth, have each student prepare a written report on a specified phase or service related to mail. Select students randomly or by topic researched to make oral presentations to the remainder of the class.

Suggested Evaluation Criteria

The following is a checklist that can be used when evaluating the student's successful completion of this package. This checklist is not intended as a method of grading but merely as a means of determining whether or not the student has mastered the competencies presented in the package.

1. Activity 1
   a. The student prioritized the correspondence in the proper order. (items 1 and 2 are interchangeable; items 5, 6, and 7 are interchangeable) _____
   b. The student annotated each letter except the personal letter. _____
   c. The student made no marks on the personal letter. _____
   d. The annotations made were appropriate. _____
   e. The annotations made were made neatly. _____
   f. The special delivery and certified letters were noted in the mail register. _____
2. Activity 2
   a. The student responded to each of the twenty items described. _____
   b. The student's answers were accurate. _____
   c. The student's answers were recorded neatly. _____
3. Activity 3
   a. The student conducted the required interview. _____
   b. The student recorded answers to each of the eight questions. _____
   c. The student's answers were recorded neatly. _____
4. Completion time for activities
   a. Completion time was less than the suggested time limits. _____
   b. Completion time was within the suggested time limits. _____
   c. Completion time was greater than the suggested time limits. _____

KEYS TO ACTIVITIES

Activity 1

1

Shirley Andrews will not be available on date of scheduled presentation

Arkansas Highway
Tyler, TX 79761
June 10, 19--

SPECIAL DELIVERY

Dr. Judith L. Glawe
Logan Enterprises
441 Chinook
Fort Collins, CO 80525

Dear Dr. Glawe:

Yesterday I received a copy of the employee inservice program outlining your plans for a training session for persons who are joining your organization. I am impressed with the thoroughness of the program you have planned; it is certain to be of value to your new employees.

Although I would very much like to be a part of the training session you are planning, I find that due to a previously scheduled meeting I will not be available on Tuesday, August 1, the date on which you scheduled my presentation to the new employees. Would it be possible for you to change the planned schedule so that I could make that presentation on either August 3 or 4?

reattached schedule for possible change

Please contact me as soon as you find out if you can make that change; I am anxious to be a part of your program. If the change cannot be made, I will be happy to send my assistant to conduct my part of the program on the date that has been set aside.

Sincerely,

Shirley Andrews

Shirley Andrews
Time Management Consultant

2

New health insurance policy

CORLEY INSURANCE AGENCY
P.O. BOX 470
DALLAS, TEXAS 75208
Mark T. Corley, Agent

June 17, 19--

CERTIFIED

Dr. Judith L. Glawe
Logan Enterprises
441 Chinook
Fort Collins, CO 80525

Dear Dr. Glawe

Enclosed is the new health insurance group policy for your employees issued by NHS Insurance Underwriters. As we discussed, the coverage for each instance of hospitalization has been increased by 25 percent.

attached

Please examine the policy closely to be sure that it meets the needs of your employees and to be sure that it coincides with the coverage we discussed earlier. If the policy is adequate for your employees' needs, sign all copies and return them to us within ten days. If changes are required, telephone me immediately at 214-555-1335.

In order for your employees to be assured of uninterrupted coverage, the enclosed forms must be filed prior to July 10.

Sincerely

Mark T. Corley

Mark T. Corley, Agent

lev

3

Request for separate memo began Friday

MEMORANDUM

To: All Department Heads Date: June 16, 19--

From: Eleanor Perez
Personnel Director

Subj: Orientation for New Employees

As you will recall, approximately two weeks ago this department circulated a survey regarding the need for a program to orient new employees to our company. We are now ready to begin developing such a program.

In order to make the planned orientation program of value to incoming employees, the next several months will be spent developing the materials to be used. As an initial step in this process, please respond in writing to the following questions before Friday.

1. What suggestions do you have for information that should be included in the orientation program?
2. How much time do you feel should be set aside for this program?
3. What personnel do you feel should conduct the program?

As soon as I have all of your responses, I will schedule a meeting so that we can discuss your suggestions in detail.

trb

4

Request to meet with you concerning a franchise

1422 Tenth Avenue
Grafton, ND 58237
June 17, 19--

Dr. Judith L. Glawe
Logan Enterprises
441 Chinook
Fort Collins, CO 80525

Dear Dr. Glawe:

Tentative appointment scheduled for July 1 at 9:30 a.m.

As I mentioned in our telephone conversation of May 3, I will be in Fort Collins on July 1. At that time, I would like to meet with you to discuss the possibility of my purchasing a family health center franchise from you.

I have heard many favorable comments about the approach you take to both physical and psychological health for the entire family. After visiting one of your health centers in Denver, I became convinced that your approach to reducing tension is what is needed by people in all parts of the country and in all types of work.

I feel that there is a solid market for such a health center here in Grafton, and I would like to meet with you on July 1 to show you some of the statistics I have collected about the population that would be served. Please telephone me collect at 303-555-7394 to let me know if this date is convenient for you.

Sincerely,

Anna Coyne

Anna Coyne

5

1406 One Main Place
Dallas, TX 75207
June 16, 1982

Request for speaking

Dr. Judith L. Glawe
Logan Enterprises
441 Chinook
Fort Collins, CO 80525

Dear Dr. Glawe:

I am in the process of preparing the program for the Texas Association of Health Promoters to be held in Dallas on December 5-7. Would you be available to speak to our membership about the advantages of reducing tension through daily exercise?

Everyone in Texas has heard so much about your program that they are anxious to learn more about it and have asked to have you as one of the main presenters to this annual winter conference. If you are able to accept this invitation, we would set aside a three-hour time period on the morning of December 6.

Although the planned meeting is not for some time, I would appreciate receiving your answer as soon as possible.

Sincerely,

John C. Phillips, Director
Texas Association of
Health Promoters

jmc

6

2104 Choctaw Drive
Commerce, TX 75428
June 13, 19--

Request for information about migraine headaches

Dr. Judith Glawe
Logan Enterprises
441 Chinook
Fort Collins, CO 80525

Dear Dr. Glawe

On April 25 I attended a workshop in Minneapolis, Minnesota, at which you spoke on the subject of migraine headaches and how they affect the absenteeism among office employees. As a clerical employee in a large corporation and a long-time sufferer from migraines I was interested in your presentation.

As an expert in this field, you have undoubtedly done a great amount of research on this topic. Therefore, I would like to enlist your help in completing a short research project that I am presently preparing for a course in office management at East Texas State University. Would you please take just a few minutes to provide me with figures that reflect the following:

1. The number of office workers who are afflicted by migraine headaches.
2. The total number of hours lost, because of these headaches, each week, month, and year.
3. The major cause of migraine headaches among office employees.
4. The factors that contribute to the length of time migraines last. For example, do weather conditions, time of year, humidity levels, phases of the moon, etc., cause migraines to last longer than do other types of headaches?

In addition, any other information you can provide would certainly be appreciated. If at any time in the future I can be of service to you, please let me know.

Sincerely

Michael S. Johnson

7

441 Birchwood Drive
Commerce, TX 75428
June 18, 19--

PERSONAL

Dr. Judith L. Glawe
Logan Enterprises
441 Chinook
Fort Collins, CO 80525

Dear Judy

Congratulations on being named as the new president and general manager of Logan Enterprises. They couldn't have chosen a better person for the job.

I have no doubt that we will all soon be reading more and more about your accomplishments and the strides Logan Enterprises is making in the health protection field under your leadership. You have always been an asset to every company for which you have worked, and I know your tenure at Logan will be no different.

If there is any way in which I can be of help to you in your new position, please call.

Sincerely

Alicia Sampson

8

CORLEY INSURANCE AGENCY
P.O. BOX 478
DALLAS, TEXAS 75206
Mark T. Corley, Agent

June 18, 19--

Dr. Judith L. Glawe
Logan Enterprises
441 Chinook
Fort Collins, CO 80525

Dear Dr. Glawe

Recently we sent you information about the automobile insurance offered by Colorado State Insurance Company. Since we have not heard from you, we are writing to make sure that you do not miss out on an opportunity to obtain automobile coverage at a reasonable price.

This insurance provides excellent benefits and coverage at a price you can easily afford. You may already know how hard it is to get good quality protection at a low cost. If so, you also know a bargain when you see one.

Act now! Return the enclosed application before this offer expires.

Sincerely

Mark T. Corley, Agent

lev

Enclosure

Activity 2

MAIL REGISTER

DATE MAILED	DATE RECEIVED	TO	DESCRIPTION
6/16/-		Ms. Judith L. Stern	Special Delivery Letter
6/17/-		Ms. Judith L. Stern	Certified Letter

ACTIVITY SHEET

Activity 2

1.	a first-class letter	FIRST-CLASS MAIL
2.	instructions for bidding (must arrive today)	INTELPOST
3.	a 30-pound package from Dallas to Chicago	FOURTH-CLASS MAIL
4.	a copy of today's local newspaper	SECOND-CLASS MAIL
5.	a letter that needs to arrive quickly at a branch office in Toronto, Canada	AIRMAIL
6.	a package of parts that must arrive within five days (22 pounds)	PRIORITY MAIL
7.	700 form letters and agendas for a stockholders' meeting	PRESORTED FIRST-CLASS MAIL
8.	the company magazine (14 ounces)	THIRD-CLASS MAIL
9.	a letter to a personal friend in Rome, Italy	INTERNATIONAL MAIL
10.	a 13-ounce package you want to be sent first-class	PRIORITY MAIL
11.	monthly bills to 550 customers	PRESORTED FIRST-CLASS MAIL
12.	a bid that has a deadline two days from today	EXPRESS MAIL
13.	a 10-ounce package of mailing labels	THIRD-CLASS MAIL
14.	a purchase order for a new typewriter	FIRST-CLASS MAIL
15.	1,000 advertisements for a new product	THIRD-CLASS MAIL
16.	a payroll check	FIRST-CLASS MAIL
17.	a postal card from Dallas to Moscow	INTERNATIONAL MAIL
18.	income tax forms mailed to the IRS on April 15	FIRST-CLASS MAIL
19.	a 6-pound package of sample products	FOURTH-CLASS MAIL
20.	a catalog	THIRD-CLASS MAIL

Activity 3

No key is provided for Activity 3. Student responses will vary according to the private carrier service selected.

SLIDE NO.	SLIDE DESCRIPTION	NARRATIVE
1	Focus/Synchronize Slide	OCL Logo (Start Sound)
2	Title Slide	Handling Incoming and Outgoing Mail
3	Stop Slide	Before beginning this slide/tape presentation, stop the recorder and locate the Student Checksheet in your Student Activity Packet. This checksheet provides a convenient means of taking notes on those portions of the presentation that you will need to know in order to confidently complete the activities that accompany this slide/tape package.
4	a post office building	Although business and industry are relying more and more upon the telephone as a means of conducting business, mail services still play a major role in the day-to-day operations of every company.
5	INCOMING MAIL OUTGOING MAIL	Mail and mail services with which most business office employees need to become familiar will be discussed under two major headings: incoming mail and outgoing mail.
6	a collage of various types of incoming mail or a mail delivery truck	Incoming mail includes letters, orders, payments, invoices, cards, magazines, packages, and any other type of material that is delivered to your office by a post office employee, by a private mail carrier, or by an employee of your company's mail room.
7	1. Sort 2. Process 3. Prioritize & Route	Incoming mail should be handled according to a three-step process: first, sort the mail; then, process the mail; and finally, prioritize and route the mail to the appropriate individuals.
8	a collage of items needed to sort the mail	In order to sort the mail, you first need to gather and have at hand a letter opener, paper clips, tape, a date stamp and ink pad, a pen or pencil, a mail register if one is used in your firm, and routing slips.
9	a stack of letters labeled with the number 1	When you have all of these items at hand, the incoming mail can be sorted into four stacks. The first stack contains all correspondence--such as letters, invoices, and other types of first-class mail.
10	a stack of advertisements labeled number 2	The second stack of mail includes advertising materials such as catalogs, brochures, circulars, and so forth.
11	a stack of periodicals labeled number 3	In the third stack are all newspapers, magazines, and other periodicals.

SLIDE NO.	SLIDE DESCRIPTION	NARRATIVE
12	a group of packages labeled number 4	The fourth and final stack of sorted mail includes any and all packages that have been delivered.
13	the four stacks of labeled mail	Once you have finished sorting all of the incoming mail, you are ready to process it, beginning with stack one, first-class mail. To do this efficiently, follow these steps:
14	someone opening a letter	1. Open each envelope with a letter opener, being careful not to tear the contents. Do not open mail marked "personal" or "confidential." Instead simply set these items aside for opening by the person to whom they are addressed.
15	someone removing contents/a letter with enclosures	2. Remove the contents of each envelope. If enclosures are a part of the contents, use a paper clip to attach them to the back of the correspondence.
16	someone making notations on letter (enclosure missing)	If enclosures or attachments are shown on the correspondence but are not included in the envelope, make a notation of the missing items on the correspondence.
17	someone attaching envelope to letter (no return address)	3. Check to see if the return address is shown on the incoming correspondence. If it is not, either attach the envelope to the back of the correspondence
18	someone noting return address	or write the return address on the first page of the correspondence.
19	someone date stamping letter	4. Use a date stamp--or if one is not available, a pen--to mark the word "Received" and the date in the upper right hand corner of the correspondence.
20	someone recording special mail in register	5. If your firm uses a mail register for special mail, record the receipt of any special delivery, registered, or certified mail in the register.
21	someone annotating a letter	6. Unless your employer instructs you to do otherwise, scan and annotate each piece of correspondence you open. If you find references to previous correspondence, requests for appointments, references to due dates, or requests for information, either jot down notes about them in the margins,
22	someone underlining in the body of a letter	or underline dates, instructions, or other important points in the body.

SLIDE NO.	SLIDE DESCRIPTION	NARRATIVE
23	someone attaching other items to a letter	After you have scanned and annotated each letter, attach any materials that your employer will want to refer to when responding to the correspondence. For example, if a previous piece of correspondence is mentioned, attach it; if a particular contract is discussed, attach it; and so forth.
24	someone making a note on a calendar and on a letter	If reference is made to a due date, note it on your calendar and on the correspondence; and if an appointment is requested, mark a tentative time and date on your calendar and note that time and date as a suggestion on the correspondence.
25	someone opening advertisements	When all of the first-class mail has been processed, open and organize the contents of the advertising material.
26	someone scanning an article in a journal	Follow the same procedure for newspapers and magazines, with one additional task. Before adding these items to the appropriate stack, scan them and mark any articles that would be of special interest to your employer.
27	someone checking package contents	Finally, open any package which is not marked "personal" or "confidential," and check the contents against the enclosed invoice or packing slip.
28	someone reorganizing first-class mail	As soon as all of the mail has been opened and sorted according to the recipient, the items in each stack of mail should be organized, from top to bottom, in order of the urgency with which they should be taken care of. The urgent items should be placed at the top of each stack.
29	a stack of items marked "urgent"	Urgent items are those that require immediate attention, including airmail, certified mail, and registered mail. Because of their immediacy, they should be the first items the employer sees when looking at the mail.
30	a stack of items marked "ASAP" added to first stack	Immediately below the urgent items should be those that can be placed under the heading "as soon as possible" or ASAP. Included in this category, which should be taken care of before the end of the day on which they are received, are first-class mail, personal and confidential mail, memorandums, and so forth.
31	a stack of mail labeled and including "urgent," "ASAP," and "routine" items	Finally, anything that can be considered "Routine" should be placed at the bottom of the stack of mail. These items, which can be taken care of as time permits, include bills, reports, advertising, newspapers, routine letters, and similar items.
32	someone placing mail on the employer's desk	Then, place the mail on your employer's desk.

SLIDE NO.	SLIDE DESCRIPTION	NARRATIVE
33	someone attaching routing slip to letter	If you have mail that requires the attention of someone other than your supervisor, fill out a routing slip and attach it to the correspondence.
34	person delivering routed mail	Then deliver the item or items to the appropriate person.
35	OUTGOING MAIL	Outgoing mail, mail that is sent to another company, must also go through a specific process before it leaves the sending company. Once correspondence has been typed and proofread, but before it is mailed, you must
36	enclosure attached to letter	1. Make sure enclosures are attached to the correct correspondence.
37	envelope and letter side by side	2. Make sure the inside address on the correspondence agrees with the mailing address and that ZIP Codes have been included.
38	close-up of a ZIP-Plus-4	3. If you or the receiver has been assigned a ZIP-Plus-4 Code, use it.
39	someone inserting letter into envelope	4. If the correspondence is to be mailed, fold it, insert it in the envelope, and seal the envelope.
40	someone using a postal scale	5. Determine the correct amount of postage by using a postal scale, a rate book, or the charges computed by the carrier.
41	someone placing a stamped item into Outgoing Mail	6. Affix the correct amount of postage to the envelope and place the envelope in the location designated for outgoing mail.
42	someone placing item into a proper size box	When preparing packages for mailing, additional steps are also required: 1. Select the proper size, weight, and shape container for the item being mailed.
43	someone adding cushioning material	2. Cushion the package contents with crushed newspaper, shredded paper, or packing foam to protect the contents against shifting and damage.
44	someone putting packing list & mailing label into box	3. Prepare and enclose a list of the contents and a second mailing label which shows your return address and the mailing address of the receiver.
45	someone sealing package with proper tape	4. Use pressure-sensitive, filament-reinforced tape to seal and reinforce the package.

SLIDE NO.	SLIDE DESCRIPTION	NARRATIVE
46	someone attaching label	5. Attach a mailing label which shows both the return and mailing addresses.
47	someone stamping package with special notation	6. Stamp any special notations such as "Fragile," "Do Not Bend," and so forth, on the outside of the package.
48	a collage of the words in narrative	Outgoing mail can be sent via the United States Postal Service, private mailing and shipping services, or by electronic mail.
49	composite FIRST-CLASS MAIL over letters	The U.S. Postal Service provides several services to the consumer. 1. First-class mail is used for letters and other basic correspondence.
50	composite AIRMAIL over letter with airmail label	2. Airmail, which was once recommended for fast handling of mail within the United States, is now used only for international mail. Since most first-class mail is regularly transported by air, first-class and airmail have become synonymous terms within the boundaries of the country.
51	composite PRIORITY MAIL over package labeled PRIORITY MAIL	3. Priority mail is used for bulky envelopes or packages that weigh more than twelve ounces and less than seventy pounds. Any package stamped or marked "Priority" is assessed an extra charge and is treated as first-class mail.
52	composite EXPRESS MAIL over package labeled EXPRESS	4. Express mail is the fastest delivery service offered by the U.S. Postal Service. Although express mail is considerably more expensive than are the other services, it guarantees one- and two-day delivery for articles up to seventy pounds.
53	a close-up of guarantee	Express mail also carries a money-back guarantee against delay, damage, or loss.
54	composite SECOND-CLASS MAIL over newspapers & magazines	5. Second-class mail is used to send newspapers and periodicals, either as single items or as part of a large mailing.
55	composite THIRD-CLASS MAIL over catalogs & circulars	6. Third-class mail is used for circulars, books, catalogs, and other printed matter as well as merchandise parcels that weigh less than sixteen ounces. Like second-class mail, third-class items may be sent as single pieces or as part of a bulk mailing.
56	composite FOURTH-CLASS MAIL over packages	7. Fourth-class mail is used for sending packages that weigh at least one pound and do not contain any first-class material. Fourth-class mail is limited to forty pounds if mailed between large post offices and to seventy pounds if mailed to and from smaller post offices.

SLIDE NO.	SLIDE DESCRIPTION	NARRATIVE
57	composite INTERNATIONAL MAIL over a variety of items	8. International mail--mail sent between countries--can be sent by either airmail or surface mail, and includes letters, cards, printed matter, and packages. Rates for international mail vary according to the category under which an item is sent.
58	composite PRESORTED FIRST-CLASS MAIL over several stacks of envelopes	9. Presorted first-class mail is a special discount priced service offered to the user who has a minimum of 500 pieces of first-class mail in one mailing. This service offers a quicker turnaround time, more consistent delivery, and better service than does the regular bulk-rate mailing service.
59	composite INTELPOST over a memo or short letter	10. Intelpost is a facsimile system used to transmit messages from one location to another, in a manner similar to that by which a telegram is relayed. Intelpost, however, has a limited service area and cannot be used by individuals or firms outside that service area.
60	PRIVATE CARRIERS	Shipping and delivery services are not limited to those provided by the U.S. Postal Service. Private carriers can be categorized under three headings:
61	an airplane	1. Airline package delivery is a service offered by most regional, national, and international airlines. Each carrier has established size and weight restrictions on packages accepted for delivery.
62	a Federal Express, Emory, or other truck	2. Air freight forwarders, including such familiar companies as Federal Express and Emory Express, are primarily in the business of shipping. They do not rely upon other types of business to support the company.
63	a UPS truck	3. Surface package delivery service is offered by two types of companies--those that rely exclusively on package delivery service, such as United Parcel Service (UPS),
64	a bus	and those that serve basically as major passenger carriers, such as Trailways or Greyhounds Bus Lines. Surface package deliverers are much less expensive than other private carriers and usually guarantee two- or three-day shipment to anywhere in the United States.
65	ELECTRONIC MAIL	A third type of mail service, and one whose use is becoming more common, is electronic mail. Electronic mail is used to communicate information to the proper destination in the shortest possible time.
66	a collage of words in narrative	There are basically three methods for communicating via electronic mail: mailgram, communicating word processor, and facsimile.

SLIDE NO.	SLIDE DESCRIPTION	NARRATIVE
67	composite MAILGRAM over a memo or short report	1. A mailgram, which can be used to send brief, routine communications that do not contain charts or other graphics and that do not require a signature, is fairly expensive.
68	illustration showing relationships between post offices	The message is sent by telephone, teletype, or computer to a Western Union computer center; then transmitted, via satellite, to the appropriate post office; and finally delivered by a messenger to the correct receiver.
69	composite COMMUNICATING WORD PROCESSOR over a terminal	2. A communicating word processor is used to transmit information between locations through the use of compatible sending and receiving equipment--two pieces of equipment that speak the same language.
70	someone keyboarding in information	The information to be sent is keyboarded into a terminal; the message is transmitted over telephone or private wire lines to the receiving terminal; and the receiving terminal prints out the message.
71	composite FACSIMILE over charts, graphs, etc.	3. A facsimile is used to communicate urgent information that is too long or too detailed to explain over the phone; to send charts, graphs, pictures, and so forth; and to provide a written record for the files.
72	illustration showing document being scanned	To transmit information via facsimile, the original document is placed in the sending machine where a scanning device converts the visual image into electronic signals for transmission.
73	illustration showing signals being sent	The electronic signals are then sent over telephone or private wire lines to the receiving unit which decodes the signals and prints out a copy (a facsimile) of the original.
74	a bill for services	The charges for sending correspondence by electronic mail are computed and billed to you by the company providing the electronic mail service.
75	illustration of a number of office buildings built on the word COMMUNICATION	Communication is one of the bases upon which business success is built; and the individual who is familiar with the various ways of handling incoming and outgoing mail is able to help promote cost effectiveness and efficiency in this vital facet of business.
76	Credits Slide	

RESOURCES AND REFERENCES

Books

Gregg/McGraw-Hill
Princeton Road
Hightstown, NJ 08520

The Administrative Secretary, 2nd ed. (1976), Anderson, Griffitts, McIntosh, McKenna, McMurty, Oelrich, Wentzell, Lee, Russon

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General Office Procedures, College Series (1981), Wood, Sanders

MPC Educational Publishers
3839 White Plains Road
Bronx, NY 10467

Office Procedures (1980), Moon

South-Western Publishing Company
5101 Madison Road
Cincinnati, OH 45227

General Office Procedures for Colleges (1977), Fulton, Woodward, Newhouse

Secretarial Procedures and Administration, 7th ed. (1978), Hanna, Popham

Periodicals

Administrative Management

"The Mailroom Goes Electronic," Sample, Robert J., March, 1981, pp. 40-43, 78-82

The Balance Sheet

"Addressing Mail in the Eighties," Deroche, W. Timothy, Jr., February, 1981, pp. 219-222

Businss Education World

"To Mail or Not to Mail--An Answer From the Business World," Simpson, Kawanna, March-April, 1981, pp. 22-23

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"Teaching Postage Consumerism," Mayer, Kenneth R., February, 1981, pp. 20-22

Modern Office Procedures

"Longer ZIP Means Shorter Delivery Time," December, 1980, pp. 114-118

"Problem Solvers: Package Delivery Services," November, 1980, pp. 112, 120

The Office

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"USPS Offers Options for Package Delivery," Morison, Gordon C., August, 1981, p. 82

The Secretary

"How to Use the Postal Service," March, 1981, p. 34.

Other

1982 National Five Digit ZIP Code & Post Office Directory

Published by: National Information Data Center
Post Office Box 2977
Washington, DC 20013-2977
(301) 565-2539

STUDENT ACTIVITY PACKET

HANDLING INCOMING AND OUTGOING MAIL

STUDENT ACTIVITY PACKET

Introduction

Although the pace at which business is conducted frequently necessitates the use of the telephone and other forms of "immediate" communication, the written word is still required as proof of much of the business that takes place. The United States Postal Service, the largest and most frequently used handler of written communication, is constantly working to provide faster, more efficient service to its customers; at the same time, private carriers and delivery services as well as electronic means of communicating written material are competing for this limited but lucrative business market. Every employee of every business and industry can benefit both personally and professionally by becoming knowledgable about the wide variety of available mail services.

Performance Objectives

After satisfactorily completing this instructional package, you will be able to:

1. Recognize and note important information on incoming mail.
2. Separate and prioritize incoming mail according to the urgency of the required response.
3. Identify and select appropriate mail services provided by the U.S. Postal Service.
4. Gather detailed information about private mail carriers/deliverers.
5. Identify the three means by which mail can be sent electronically.

Materials

*Student Checksheet for use with the slide/tape presentation
*Resource sheet for Activities 1-3
*Activity sheet for Activities 1-3
Time stamp (optional)
Date stamp (optional)
Typewriter (optional)
Correction materials
Pen or pencil

*These materials are provided as a part of this activity packet.

Directions

This packet contains three activities. Each activity is detailed on the resource sheet, which contains the instructions for individual activities. In addition, activitiy sheets are provided on which to record your responses for each activity. To complete each of the activities, follow these steps:

1. Carefully read the instructions for the activity.

2. Assemble any materials you will need to do the task(s) assigned.

3. Complete the work called for in the activity, recording your answers on the activity sheets provided.

4. Check over your work for completeness and accuracy.

When all of the activities have been completed, submit them to your instructor for evaluation.

(NOTE: The activities have been neither planned nor presented in a particular sequence. Therefore, the activities may be completed in any order assigned by the instructor or preferred by the student.)

STUDENT CHECKSHEET

(To Be Used With Slide/Tape Presentation)

This sheet is provided as a convenient means of taking notes during the slide/tape presentation. The answers to the questions presented here will be useful when completing the activities that accompany this presentation.

1. Name the contents of each of the four stacks into which incoming mail is sorted.
   a. Stack 1: _____
   b. Stack 2: _____
   c. Stack 3: _____
   d. Stack 4: _____

2. Briefly explain the six steps involved in processing the mail.
   a. _____
   _____
   b. _____
   _____
   c. _____
   _____
   d. _____
   _____
   e. _____
   _____
   f. _____
   _____

3. Briefly define each of the following as it relates to the mail.
   a. Urgent: _____
   _____
   b. ASAP: _____
   _____
   c. Routine: _____
   _____

4. Briefly describe the six steps involved in processing outgoing mail.
   a. _____
   _____

b. _____

c. _____

d. _____

e. _____

f. _____

5. What are the additional six steps that must be taken when preparing a package for mailing.

a. _____

b. _____

c. _____

d. _____

e. _____

f. _____

6. Name and briefly explain ten services offered by the U.S. Postal Service.

a. _____ _____

b. _____ _____

c. _____ _____

d. _____ _____

e. _____ _____

f. _____ _____

g. _____ _____

h. _____ _____

i. _____ _____

j. _____ _____

7. Name and briefly explain three types of private shipping and delivery services.

a. _____ _____

b. _____ _____

c. _____ _____

8. Name and briefly explain the three methods for communicating via electronic mail.

a. _____ _____

b. _____ _____

c. _____ _____

RESOURCE SHEET

SPECIAL MAIL SERVICES

In addition to the basic mail services presented in the slide/tape, the following special services are also available.

Registered Mail

1. High-security service for any first-class mail.
2. Safest way to send valuable and/or irreplaceable items (jewelry, antiques, etc.).
3. Item accounted for during each phase of processing and delivery.
4. Fees charged provide for:
   a. Special handling
   b. Proof of mailing
   c. Proof of delivery
5. Return receipt showing delivery information available for additional fee.
6. Optional indemnity protection up to $25,000 available for additional fee.
7. Service available for international mail.

Certified Mail

1. Security service for any first-class mail.
2. Use encouraged for sending mailable items of no intrinsic value (contracts, reports, etc.).
3. Fees charged provide for:
   a. Special handling
   b. Proof of mailing
   c. Proof of delivery
4. Return receipt showing delivery information available for additional fee.
5. Indemnity protection not available.
6. Service not available for international mail.

Insurance

1. Service provides indemnity protection against loss and/or damage up to $400 for merchandise.
2. Return receipt showing delivery information available at an additional fee for parcels insured above $20.

Collect on Delivery (C.O.D.)

1. Merchandise payment system.
2. Service permits senders to mail articles for which they have not been paid, and to have the price of the item and the postage collected from the addressee.
3. Indemnity protection included.
4. Service available for first-, second-, and third-class mail.
5. Fees based on amount to be collected or indemnity protection desired.
6. Service not available for international mail.

Special Delivery

1. Service available for all classes of mail except Express Mail.
2. Availability limited to:
   a. Offices served by city carriers
   b. A one-mile radius of any post office, station, or branch (except contract stations, branches, or community post offices)
3. Item receives preferential handling and fast delivery at destination post office.
4. Delivery takes place:
   a. During prescribed hours
   b. On a fixed schedule coordinated with major mail receipts
   c. Every day, including Sundays and holidays
5. Fees depend upon class of service and weight of article.

Special Handling

1. Service provides fast handling in dispatch and transportation.
2. Service available for third- and fourth-class mail.
3. Service does not provide special delivery.
4. Fees based on weight and class of mail.

RESOURCE SHEET

APPROVED ENVELOPE ADDRESS FORMATS

1. PO Box

MR LEWIS ANTONE
PO BOX 773
DULUTH, MN 55806-1234

2. Rural Route or Highway Contract Route

M C JONSTONE
RR 1 BOX 991-L
CANTON, OH 44730-1234

3. Building/Business/ Personal Name

SEASIDE ARTIFACTS
ATTN LOUISA M SABASTIAN
GULFSIDE INDUSTRIAL PARK
2123 E MISSISSIPPI
NEW ORLEANS, LA 70124-1234

4. Standard Street Address Alphabetic

MS ALICE LEWISTON
APT 441
307 RIVERSIDE DRIVE
DETROIT MI 48226-1234

5. Standard Street Address Numeric

MR STEPHEN C LUCAS
5455 E 44TH STREET
WASHINGTON DC 20019-1234

6. Community Identity

L C SMITH
OAKWOOD
14 RUSTIC RIDGE TRAIL
CHICAGO IL 60615-1234

7. Dual Address Concept

TEMPORARIES UNLIMITED
LOCK BOX 4413
Mail delivered here ⟶ 1611 MAIN STREET
DALLAS TX 75201-1234

TEMPORARIES UNLIMITED
1611 MAIN STREET
Mail delivered here ⟶ LOCK BOX 4413
DALLAS, TX 75211-1234

RESOURCE SHEET

Activity 1

Instructions

1. Locate the activity sheets (incoming correspondence and mail register).
2. Date and time stamp (or record date and time in writing) each piece of incoming correspondence.
3. Record any "special" mail in the mail register that is provided.
4. Annotate each piece of correspondence.
5. Prioritize the correspondence by numbering the items 1 through 8 (number 1 would appear at the top of the stack of mail).

Activity 2

Instructions

1. Locate the Student Checksheet and the activity sheet for Activity 2.
2. Using the Student Checksheet as a resource guide, determine which of the ten services offered by the U.S. Postal Service would be the most appropriate method of sending each item named.
3. Record your answers on the lines provided on the activity sheet.

Activity 3

Instructions

1. Locate the activity sheet for Activity 3.
2. Contact a local private carrier service (airline, air freight, surface) and interview an employee to obtain the answers to the questions listed.
3. Record your answers on the lines provided on the activity sheet.

CORLEY INSURANCE AGENCY

P.O. BOX 470
DALLAS, TEXAS 75206

Mark T. Corley, Agent

June 18, 19--

Dr. Judith L. Glawe
Logan Enterprises
441 Chinook
Fort Collins, CO 80525

Dear Dr. Glawe

Recently we sent you information about the automobile insurance offered by Colorado State Insurance Company. Since we have not heard from you, we are writing to make sure that you do not miss out on an opportunity to obtain automobile coverage at a reasonable price.

This insurance provides excellent benefits and coverage at a price you can easily afford. You may already know how hard it is to get good quality protection at a low cost. If so, you also know a bargain when you see one.

Act now! Return the enclosed application before this offer expires.

Sincerely

Mark Corley

Mark T. Corley, Agent

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Enclosure

Arkansas Highway
Tyler, TX 79761
June 18, 19--

SPECIAL DELIVERY

Dr. Judith L. Glawe
Logan Enterprises
441 Chinook
Fort Collins, CO 80525

Dear Dr. Glawe:

Yesterday I received a copy of the employee inservice program outlining your plans for a training session for persons who are joining your organization. I am impressed with the thoroughness of the program you have planned; it is certain to be of value to your new employees.

Although I would very much like to be a part of the training session you are planning, I find that due to a previously scheduled meeting I will not be available on Tuesday, August 1, the date on which you scheduled my presentation to the new employees. Would it be possible for you to change the planned schedule so that I could make that presentation on either August 3 or 4?

Please contact me as soon as you find out if you can make that change; I am anxious to be a part of your program. If the change cannot be made, I will be happy to send my assistant to conduct my part of the program on the date that has been set aside.

Sincerely,

Shirley Andrews

Shirley Andrews
Time Management Consultant

1406 One Main Place
Dallas, TX 75207
June 16, 19--

Dr. Judith L. Glawe
Logan Enterprises
441 Chinook
Fort Collins, CO 80525

Dear Dr. Glawe:

I am in the process of preparing the program for the Texas Association of Health Promoters to be held in Dallas on December 5-7. Would you be available to speak to our membership about the advantages of reducing tension through daily exercise?

Everyone in Texas has heard so much about your program that they are anxious to learn more about it and have asked to have you as one of the main presenters to this annual winter conference. If you are able to accept this invitation, we would set aside a three-hour time period on the morning of December 6.

Although the planned meeting is not for some time, I would appreciate receiving your answer as soon as possible.

Sincerely,

J. C. Phillips

John C. Phillips, Director
Texas Association of
Health Promoters

rmc

2104 Choctaw Drive
Commerce, TX 75428
June 13, 19--

Dr. Judith Glawe
Logan Enterprises
441 Chinook
Fort Collins, CO 80525

Dear Dr. Glawe

On April 25 I attended a workshop in Minneapolis, Minnesota, at which you spoke on the subject of migraine headaches and how they affect the absenteeism among office employees. As a clerical employee in a large corporation and a long-time sufferer from migraines I was interested in your presentation.

As an expert in this field, you have undoubtedly done a great amount of research on this topic. Therefore, I would like to enlist your help in completing a short research project that I am presently preparing for a course in office management at East Texas State University. Would you please take just a few minutes to provide me with figures that reflect the following:

1. The number of office workers who are afflicted by migraine headaches.

2. The total number of hours lost, because of these headaches, each week, month, and year.

3. The major cause of migraine headaches among office employees.

4. The factors that contribute to the length of time migraines last. For example, do weather conditions, time of year, humidity levels, phases of the moon, etc., cause migraines to last longer than do other types of headaches?

In addition, any other information you can provide would certainly be appreciated. If at any time in the future I can be of service to you, please let me know.

Sincerely

Michael Johnson

Michael S. Johnson

MEMORANDUM

To: All Department Heads Date: June 16, 19--

From: Eleanor Peralf
Personnel Director

Subj: Orientation for New Employees

As you will recall, approximately two weeks ago this department circulated a survey regarding the need for a program to orient new employees to our company. We are now ready to begin developing such a program.

In order to make the planned orientation program of value to incoming employees, the next several months will be spent developing the materials to be used. As an initial step in this process, please respond in writing to the following questions before Friday.

1. What suggestions do you have for information that should be included in the orientation program?

2. How much time do you feel should be set aside for this program?

3. What personnel do you feel should conduct the program?

As soon as I have all of your responses, I will schedule a meeting so that we can discuss your suggestions in detail.

trb

CORLEY INSURANCE AGENCY

P.O. BOX 470
DALLAS, TEXAS 75206

Mark T. Corley, Agent

June 17, 19--

CERTIFIED

Dr. Judith L. Glawe
Logan Enterprises
441 Chinook
Fort Collins, CO 80525

Dear Dr. Glawe

Enclosed is the new health insurance group policy for your employees issued by NNS Insurance Underwriters. As we discussed, the coverage for each instance of hospitalization has been increased by 25 percent.

Please examine the policy closely to be sure that it meets the needs of your employees and to be sure that it coincides with the coverage we discussed earlier. If the policy is adequate for your employees' needs, sign all copies and return them to us within ten days. If changes are required, telephone me immediately at 214-555-1335.

In order for your employees to be assured of uninterrupted coverage, the enclosed forms must be filed prior to July 10.

Sincerely

Mark Corley

Mark T. Corley, Agent

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1422 Tenth Avenue
Grafton, ND 58237
June 17, 19--

Dr. Judith L. Glawe
Logan Enterprises
441 Chinook
Fort Collins, CO 80525

Dear Dr. Glawe:

As I mentioned in our telephone conversation of May 3, I will be in Fort Collins on July 1. At that time, I would like to meet with you to discuss the possibility of my purchasing a family health center franchise from you.

I have heard many favorable comments about the approach you take to both physical and psychological health for the entire family. After visiting one of your health centers in Denver, I became convinced that your approach to reducing tension is what is needed by people in all parts of the country and in all types of work.

I feel that there is a solid market for such a health center here in Grafton, and I would like to meet with you on July 1 to show you some of the statistics I have collected about the population that would be served. Please telephone me collect at 303-555-7394 to let me know if this date is convenient for you.

Sincerely,

Anna Coyne

Anna Coyne

441 Birchwood Drive
Commerce, TX 75428
June 18, 19--

PERSONAL

Dr. Judith L. Glawe
Logan Enterprises
441 Chinook
Fort Collins, CO 80525

Dear Judy

Congratulations on being named as the new president and general manager of Logan Enterprises. They couldn't have chosen a better person for the job.

I have no doubt that we will all soon be reading more and more about your accomplishments and the strides Logan Enterprises is making in the health protection field under your leadership. You have always been an asset to every company for which you have worked, and I know your tenure at Logan will be no different.

If there is any way in which I can be of help to you in your new position, please call.

Sincerely

Alicia

Alicia Sampson

MAIL REGISTER

DATE MAILED	DATE RECEIVED	TO	DESCRIPTION

ACTIVITY SHEET

Activity 2

1. a first-class letter _____
2. instructions for bidding (must arrive today) _____
3. a 30-pound package from Dallas to Chicago _____
4. a copy of today's local newspaper _____
5. a letter that needs to arrive quickly at a branch office in Toronto, Canada _____
6. a package of parts that must arrive within five days (22 pounds) _____
7. 700 form letters and agendas for a stockholders' meeting _____
8. the company magazine (14 ounces) _____
9. a letter to a personal friend in Rome, Italy _____
10. a 13-ounce package you want to be sent first-class _____
11. monthly bills to 550 customers _____
12. a bid that has a deadline two days from today _____
13. a 10-ounce package of mailing labels _____
14. a purchase order for a new typewriter _____
15. 1,000 advertisments for a new product _____
16. a payroll check _____
17. a postal card from Dallas to Moscow _____
18. income tax forms mailed to the IRS on April 15 _____
19. a 6-pound package of sample products _____
20. a catalog _____

ACTIVITY SHEET

Activity 3

1. Name and address of company _____

2. Type of carrier (air freight, surface, airline, etc.) _____

3. Types of shipments handled (products, materials, etc.) _____

4. Items not accepted for shipment _____

5. Shipping limitations (weight, size, etc.) _____

6. Packaging requirements _____

7. Delivery services available:
   a. Hours of operation _____
   b. Type of delivery (door-to-door, terminal-to-terminal, etc. _____
   c. Overnight delivery, same day delivery, etc. _____
   d. Discounts available _____
   e. Guarantees available _____

8. Shipping costs
   a. 1-pound package _____
   b. 5-pound package _____
   c. 10-pound package _____
   d. 50-pound package _____
   e. 70-pound package _____
   f. 100-pound package _____